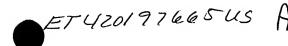
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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No.AUS920010826US1

Date: 12/12/2001

Assistant Commissioner for Patents

Washington, D.C. 20231

Sir:

Transmitted herewith for filing is the patent application of Inventor(s): MICHAEL WAYNE BROWN, JOSEPH HERBERT MCINTYRE, MICHAEL A. PAOLINI, JAMES MARK WEAVER, AND SCOTT LEE WINTERS

> PROMOTING CALLER VOICE BROWSING IN A HOLD QUEUE For:

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION

ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

48 Pages of Specification including an Abstract

Pages of Claims

<u>X</u> <u>X</u> <u>X</u> Sheet(s) of Drawings

A Declaration and Power of Attorney

Form PTO 1595 and assignment of the invention to IBM Corporation

## **CLAIMS AS FILED**

FOR	Number Filed		Numbe Extra	r	Rate		Basic Fee (\$740)
Total Claims	54	-20 =	34	X	\$18	=	\$612.00
Independent Claims	9	3 =	6	X	\$ 84	=	\$504.00
Multiple Dependent Claims	0			X	\$280	=	\$
				<b>Total Filing Fee</b>			\$1856.00

Please charge \$\frac{1856.00}{} to IBM Corporation, Deposit Account No. 09-0447.

The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.

Any additional filing fees required under 37CFR § 1.16.

Any patent application processing fees under 37CFR § 1.17. X

Respectfully,

Cynthia S. Byrd Reg. No. 39,365

Intellectual Property Law Dept.

**IBM** Corporation

11400 Burnet Road 4054

Austin, Texas 75758

Telephone: (512) 823-5884